

DCMDW-O AUTHORIZING/ACCEPTING SHIPMENTS BENCHMARKING PROJECT October 9th, 1996



**“You don’t know what you know, until you know what you don’t know!”
Through the benchmarking process, doors are opened and insights are
recognized...resulting in significant process improvements.**

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- **Project Approach**
- **Team Members**
- **Current Process**
- **Benchmark Selection Criteria**
- **Benchmark Partner**
- **Performance Measures**
- **Findings/Recommendations**
- **ROI**
- **Implementation**
- **External Benchmarking**



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Project Approach

- Understanding current process**
- Process input & performance data collected**
- Selected potential benchmarking partners**
- Visited 8 sites**
- Analyzed data from site visits**
- Selected benchmark**
- Compared current process with benchmark**

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Team Members

- **JOHN CHILDERS, AQOG**
“Executive” A/AS Process Owner
- **WILLIAM LUZINSKI, DCMDW-OT**
Industrial Systems Analyst
Benchmarking Project “Team Leader”
- **JAMES (RICK) WILLIAMS, DCMC Van Nuys**
Quality Assurance
Alternate Benchmarking Project Team Leader
- **TERRY NELSON, DCMDW-OP**
Quality Assurance
Benchmarking Process Champion
Acting A/AS Process Champion

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Team Members

- **CAROLE MAGNUSON, DPRA-C**
Management Analyst
- **PAT WARNER, DCMC SAN DIEGO**
Acquisition Process Improvement Specialist
- **STEVE DAVIS, DCMC GE, Cincinnati**
Quality Assurance
- **KARLA HASKINS, DFAS**
MOCAS Instructor/Customer Relations Support
- **MALCOM THOMAS, DCMC Van Nuys**
Facilitator

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Project Process Boundaries



Overview of Current Process

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Benchmark Selection Criteria

– Information provided by:

- CAOs - January 1996 Data Call
- Eight site visits conducted
 - DCMC Stratford DCMC San Diego
 - DCMC Hughes Tuscon DCMC Hamilton-Standard
 - DCMC Syracuse DCMC Seattle
 - DCMC San Antonio DCMC Boston
- Selection based on UNMC140B report/results of site visits
- Objective: Validate data collected
 - Collect performance data
 - Customer response data

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Team Conducts Analysis

- Interview guide used during site visits
 - Designed to capture consistent data
 - Comparative data analyzed



DCMC Syracuse Identified as Benchmark

- Key factors
 - Operations teams
 - Transportation Office provides shipping instructions
 - Training (Government/Contractors)
 - Database integrity
 - Management support

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Performance Measures

- Technology adequate
- MILSCAP
- Use of UNMC140A
 - Determines increase in DD250 recycling
 - Determines increase in DD250 days aged (elapsed)
 - Provides insight into process performance

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Performance Management

- CAOs - Use UNMC140A



- Districts & AQOG -Use UNMC140B

ROI

- Tangible: Reduce interest to contractors
- Intangible: Process ownership
 - Empowerment
 - Access to contracts
 - Error prevention
 - Increased efficiency

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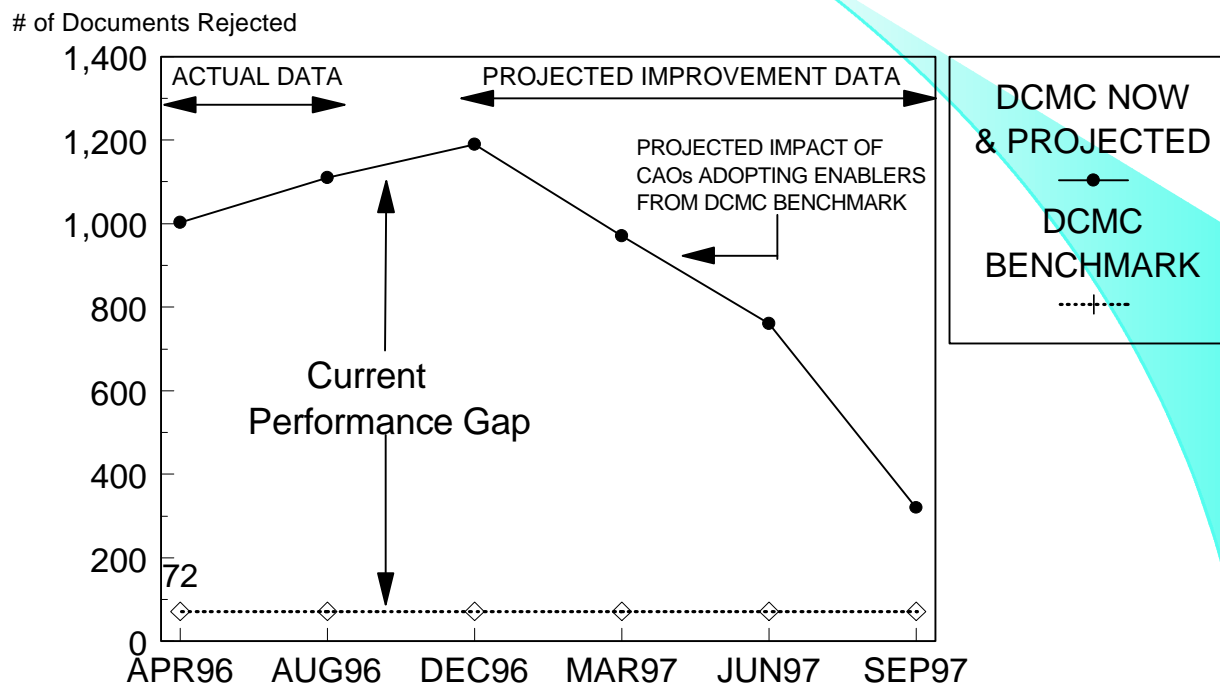


Findings & Recommendations

- One Book -DLAD 5000.4, Part VI,Chapter 3
- Procedures
- Centralized Group vs Operations Team
- Up-front Validation
- CAO Transportation Coordination
- Training (Government/Contractor)
- MOCAS Output Reports
- Obtaining Contractor Corrected DD Forms 250
- Tracking/Monitoring Progress
- Appendix F
- Reason Code Analysis Report



DCMDW-O AUTHORIZING/ACCEPTING SHIPMENTS BENCHMARKING PROJECT Performance Gap



NOTE: DATA FOR FY96 ONLY AVAILABLE FOR MONTHS APR AND AUG. FORECASTED IMPROVEMENTS BASED ON DCMC SYRACUSE CURRENT PERFORMANCE DATA.

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Implementation Plan

- Developed
- Recalibrate Benchmark
- DCMC, DCMDs, CAO monitor process performance
 - Improvement
 - Closing performance gap

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● **EXTERNAL BENCHMARKING**

- Searched Internet
- Contacted Potential Partners
 - MOTOROLA CORPORATION
 - SANDIA NATIONAL LABORATORIES
 - ROCKWELL DEFENSE COLLINS AVIONICS & COMMUNICATIONS DIVISION
 - DFAS STOCK FUND
- Current Status



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In closing...

If We Always Do...

What We've Always Done...

We may not get to...

The Future!!!!